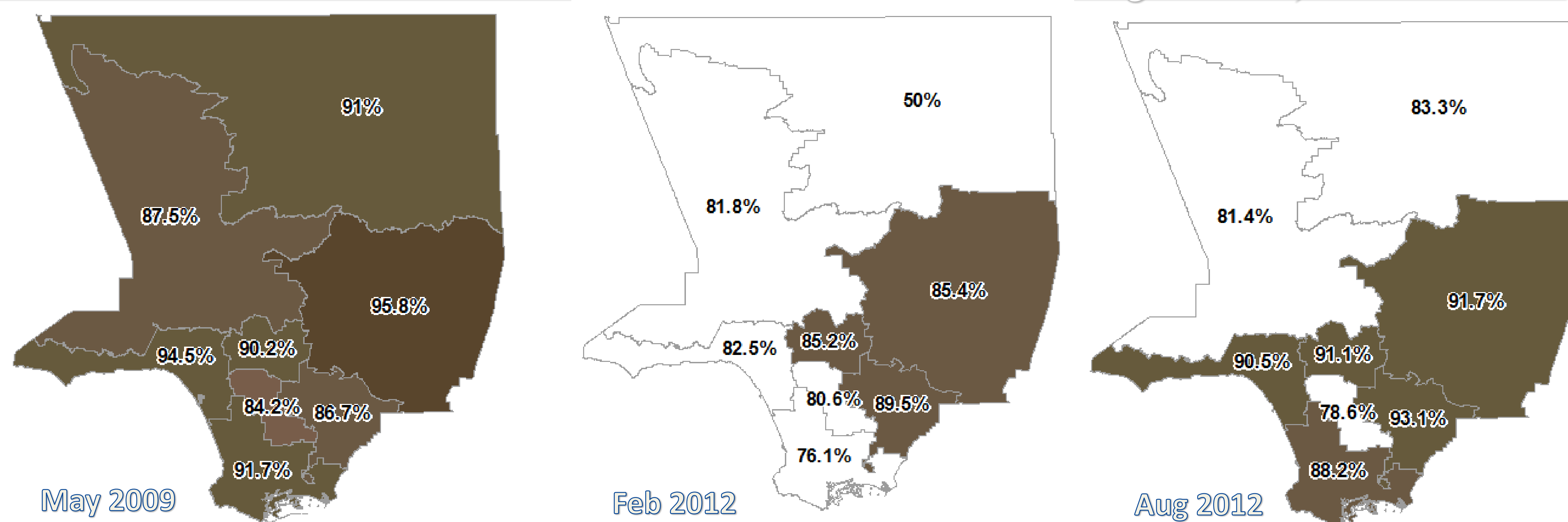




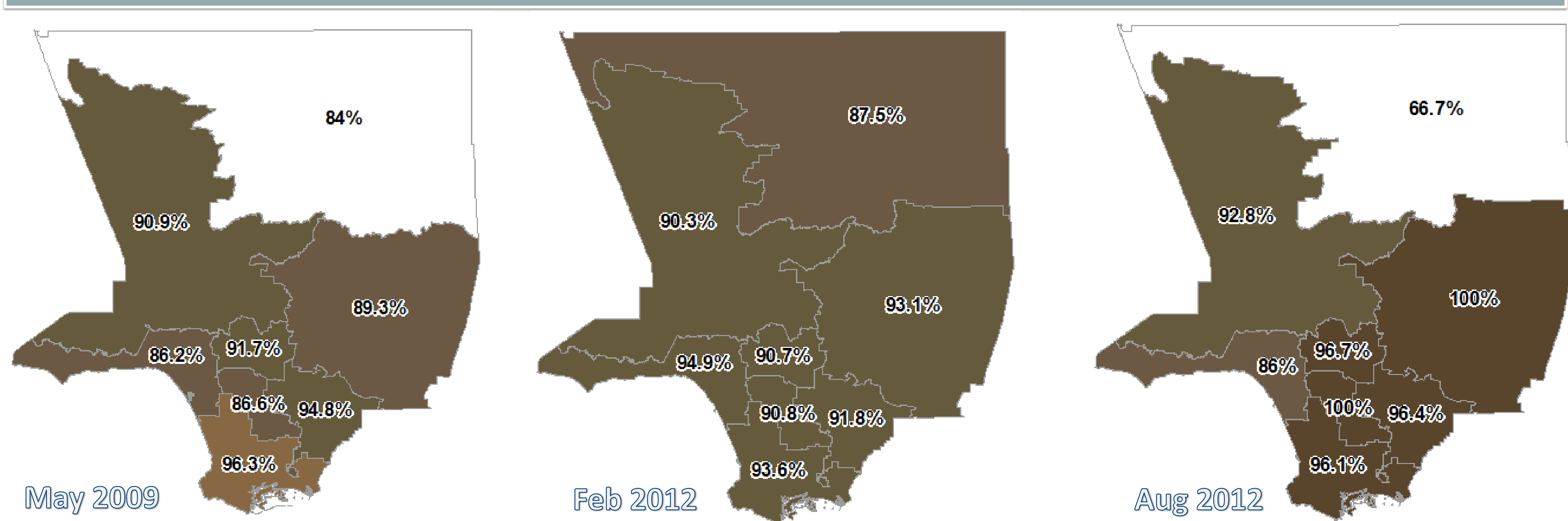
Performance Outcome Measures: May 2009, Feb 2012 and Aug 2012 – Old Adults



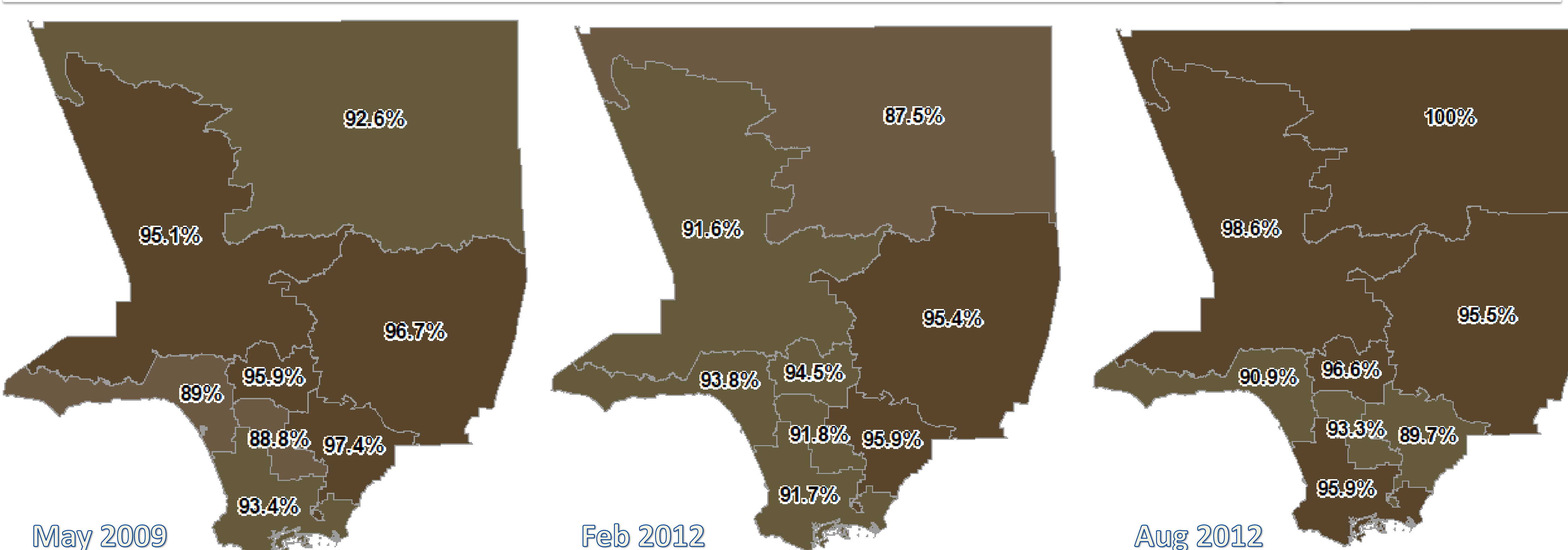
The location of services was convenient (outcome target = 84%)



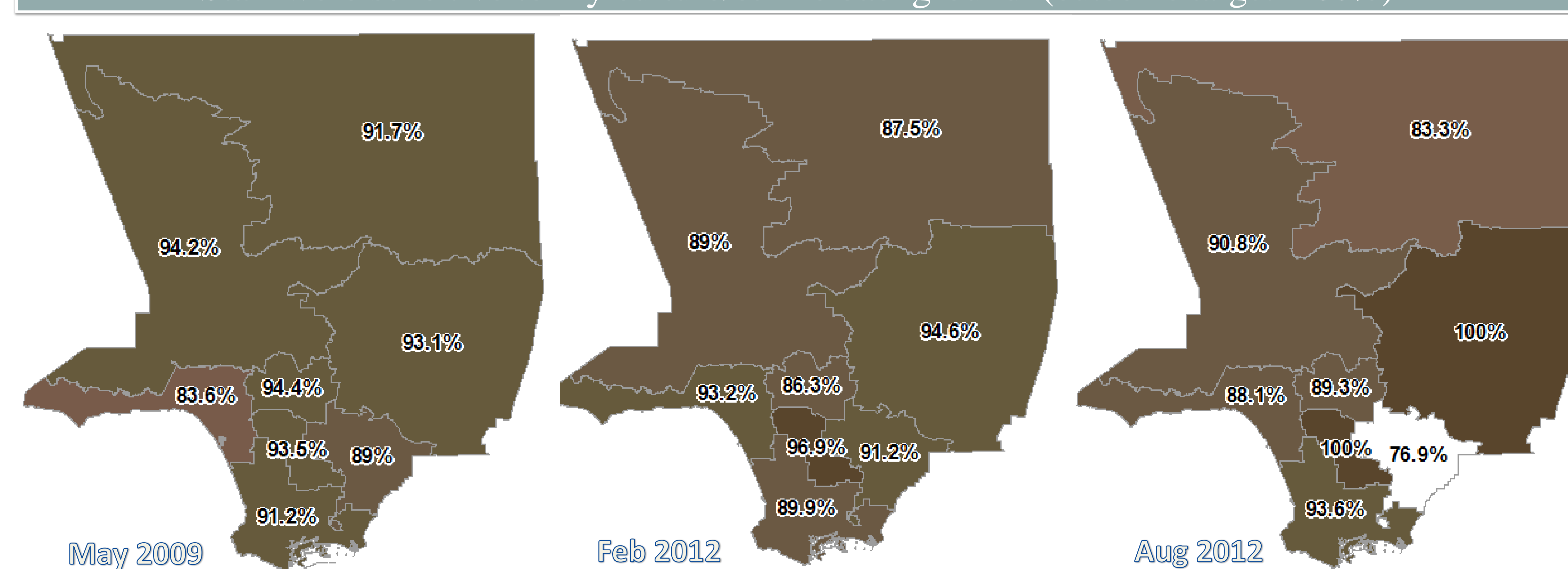
Staff were willing to see me as often as I felt it was necessary (outcome target = 85%)



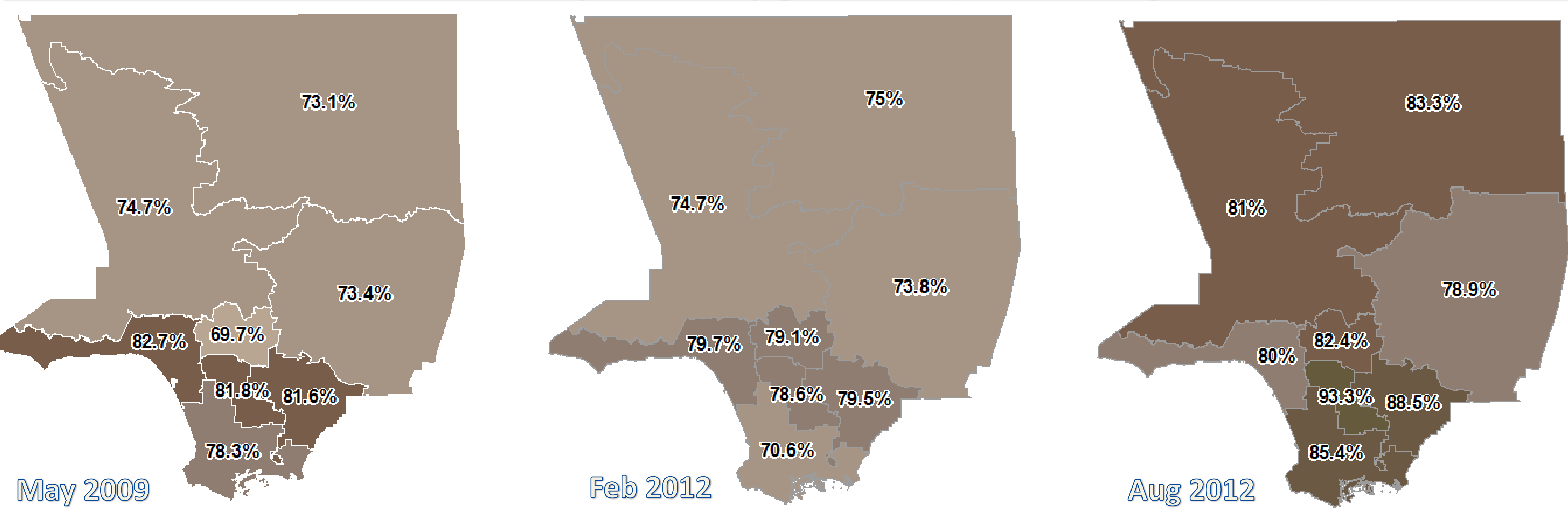
Services were available at times that were convenient for me (outcome target = 87%)



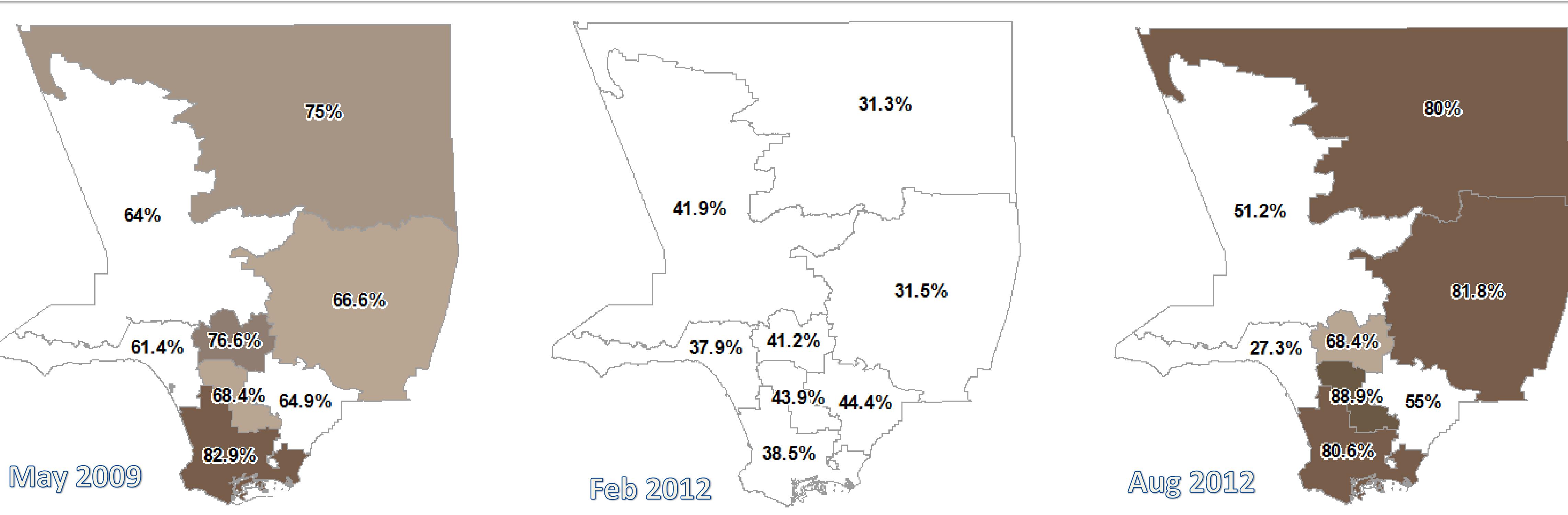
Staff were sensitive to my culture/ethnic background (outcome target = 80%)



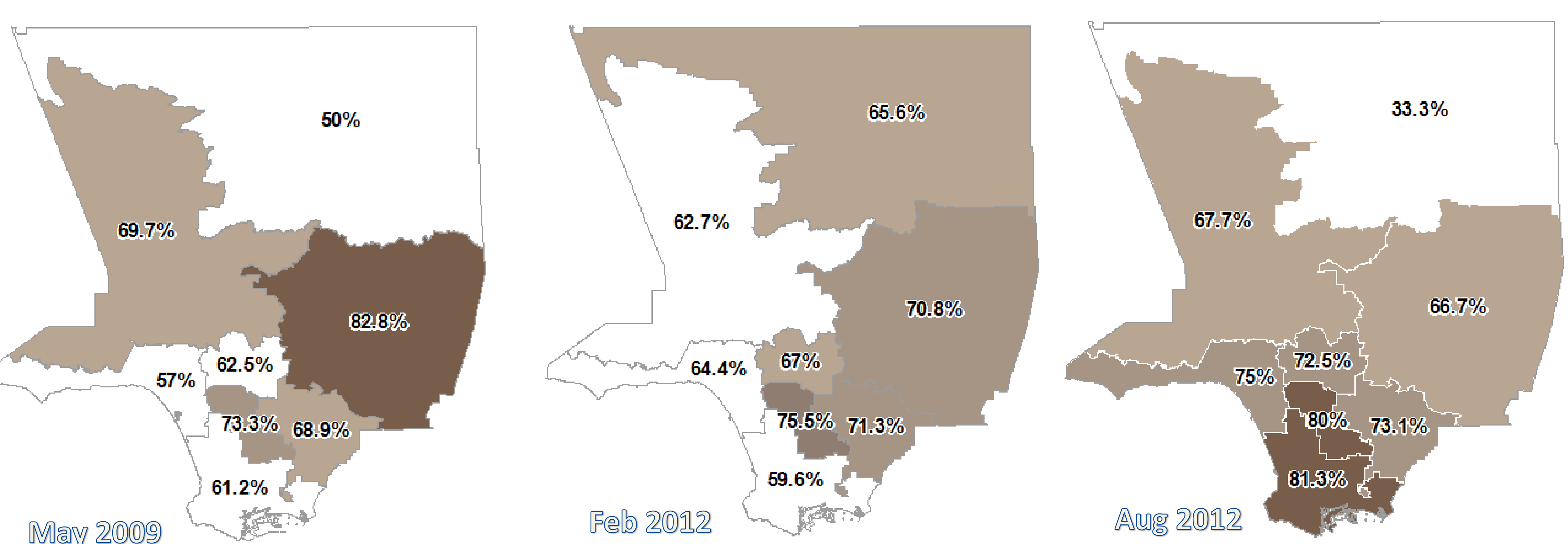
I deal more effectively with daily problems (outcome target = 65%)



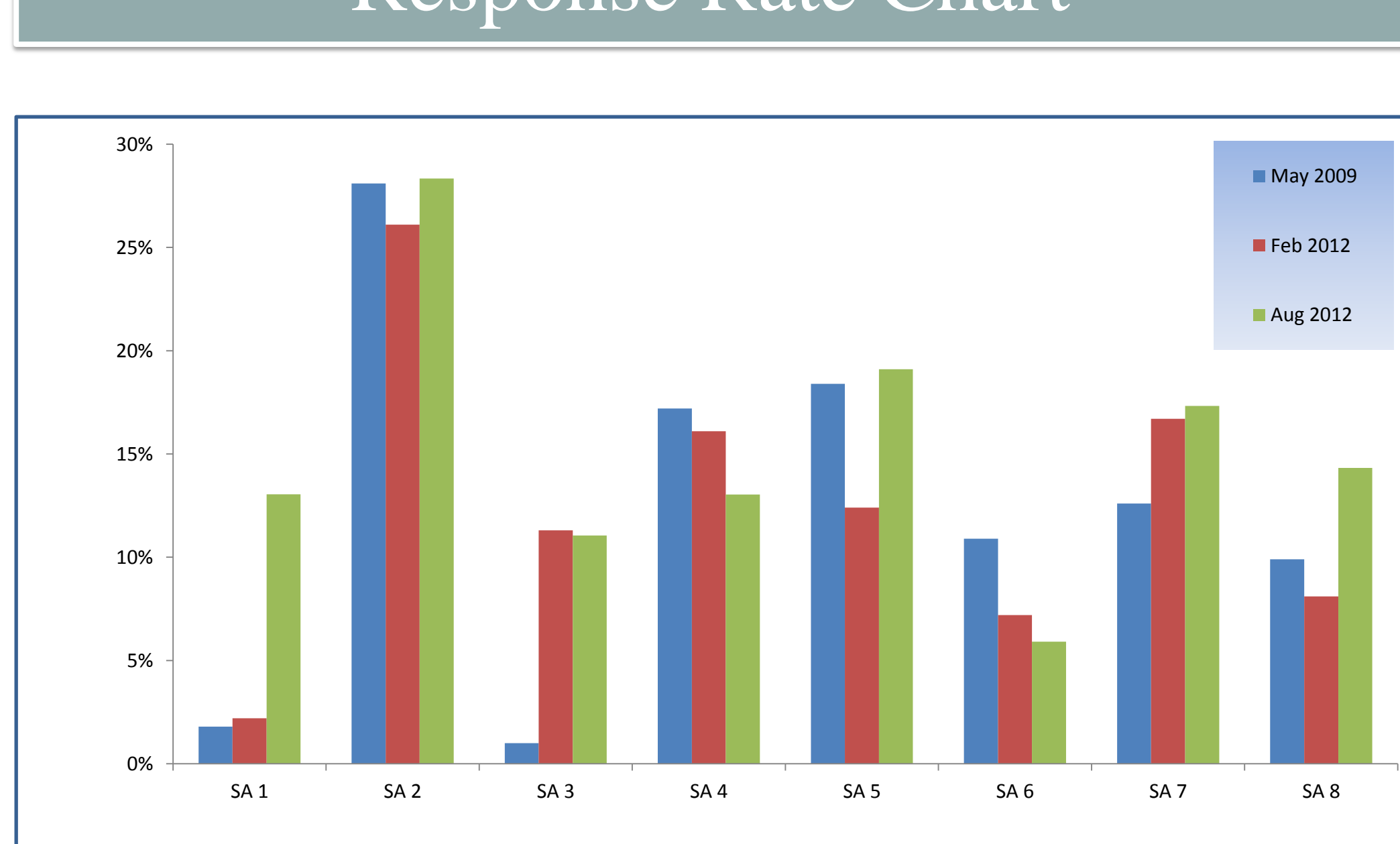
I do better in school and/or work (outcome target = 65%)



My symptoms are not bothering me (outcome target = 65%)



Response Rate Chart



Response Rate

	May 2009	Feb 2012	Aug 2012
SA 1	1.8%	2.2%	13.0%
SA 2	28.1%	26.1%	28.3%
SA 3	1.0%	11.3%	11.0%
SA 4	17.2%	16.1%	13.0%
SA 5	18.4%	12.4%	19.1%
SA 6	10.9%	7.2%	5.9%
SA 7	12.6%	16.7%	17.3%
SA 8	9.9%	8.1%	14.3%

Legend

- Strongly Agree / Agree
- 45.00 - 50.00%
 - 50.01 - 55.00%
 - 55.01 - 60.00%
 - 60.01 - 65.00%
 - 65.01 - 70.00%
 - 70.01 - 75.00%
 - 75.01 - 80.00%
 - 80.01 - 85.00%
 - 85.01 - 90.00%
 - 90.01 - 95.00%
 - 95.01 - 100.00%
 - Target Not Meet